



STATE OF UTAH/DTS

PRODUCT DESCRIPTION

Product Number: 4222.15.15

## FLEET OPERATIONS - SURPLUS

Effective Date: July 1, 2014  
Revision Date: June 30, 2015  
Version: 001  
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Surplus is a classification of services that deal with the Utah State Agency for Surplus property. Even though Surplus Property is no longer under Fleet Operations, the DTS staff assigned to Fleet continues providing certain IT services.

The hours of support required for Surplus are listed below.

Application	Support Hours	Days of Week
Surplus	Business Hours	Monday - Friday

### PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Surplus - Federal Property Acquisition Surplus - PLUS- surplus billing Surplus - Surplus web app.	Acquisition of surplus property from the federal government. In-house developed billing system. Purchase package surplus property management system. The vendor for this product is Web Data Corporation.

### FEATURES NOT INCLUDED

FEATURE	EXPLANATION
None.	

### RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
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Application Bug Fixes and Enhancements	Programming and unit testing of Surplus applications and interfaces to fix reported bugs, implement legislative changes and implement enhancements that are approved and prioritized by Surplus.	See DTS Approved Rate
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## ORDERING AND PROVISIONING

These are regularly scheduled events where the timing is coordinated by Surplus Property policy and finance deadlines.

## DTS RESPONSIBILITIES

Provide IT skills ensuring the accuracy and timeliness of billing data. Provide accurate and appropriate data for management decision making.

## AGENCY RESPONSIBILITIES

To provide management support and direction when decisions may affect any aspects of State Surplus Property.

## DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

**Application Availability:**

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
System Availability	These systems need to be available during normal business hours, Mon-Friday. They need to be available for off business hour application processing requirements. Normal business hours are: 8:00 a.m.-5:00 p.m. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events.

**Resolution Time:**

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

**Initial Response:**

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

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<b>Time to Initial Response</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

<b>Metric Description</b>	<b>Target</b>
First Contact Resolution	65% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

<b>Metric Description</b>	<b>Target</b>
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied